

If you have any questions or need help,  
please call.

*Important Phone Numbers*



**Oahu:** Case Management Unit 1 .....587-7564  
Case Management Unit 2 .....692-7485  
Case Management Unit 3 .....692-7493  
Case Management Unit 4 .....587-7270  
Case Management Unit 5 .....587-7685  
Case Management Unit 6 .....587-1391  
Case Management Unit 7 .....587-7675  
Case Management Unit 8 .....587-7281  
Case Management Unit 16.....733-9191

**Hawaii:** East .....974-4280  
West .....322-1906  
North .....887-6069

**Maui, Lanai** .....243-4625

**Molokai** .....553-3200

**Kauai** .....241-3406

**DD Consumer Services Office**  
(for concerns and complaints)

**Oahu** .....453-6669

*Neighbor Islands call toll free:*

**Hawaii** .....974-4000

**Maui** .....984-2400

**Kauai** .....274-3141

**Molokai, Lanai** .....1-800-468-4644

Enter Extension: 3-6669

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**Hawaii Disability Rights Center (HDRC)**

Voice .....808-949-2922

TTY .....1-800-882-1057

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**Legal Aid** (for all legal issues)

Monday to Friday 9-11:30 am and 1-3:30 pm

Oahu .....536-4302

Neighbor Islands .....1-800-499-4302

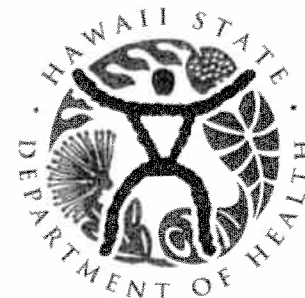
**Case Manager Name:**

**CMU #:**

**Phone #:**

# Rights and Responsibilities

*Rights and responsibilities  
of persons with  
developmental disabilities  
and their families*



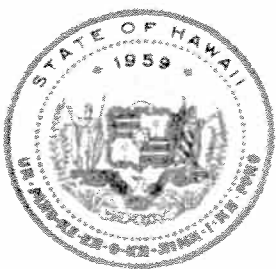
DEPARTMENT OF HEALTH  
DEVELOPMENTAL DISABILITIES  
DIVISION

June 2008/1000

## Case Management and Information Services Branch

## Mission Statement

The Case Management and Information Services Branch is dedicated to the support of persons with developmental disabilities to choose and achieve their individual goals



*We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability.*

**Write or call our Affirmative Action Officer at PO Box 3378, Honolulu, HI 96801-3378 or at (808) 586-4616 (voice) within 180 days of a problem.**

*Linda Lingle, Governor  
Chiyome Leinaala Fukino, M.D.,  
Director of Health*

**DEPARTMENT OF HEALTH  
DEVELOPMENTAL DISABILITIES  
DIVISION**

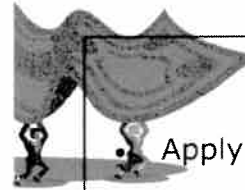
Case Management and Information Services Branch  
3627 Kilauea Avenue, Room 109  
Honolulu, HI 96816  
Ph: 733-9172

## NOTES

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## Rights under Hawai'i Revised Statutes §333F-8

- The Hawai'i Revised Statutes (HRS), Section 333F-8 provides all persons with developmental disabilities with the right to:
- Live in and actively participate in the community through work, community activities, and volunteering.
- A life with no restraints or minimal restraints.
- Review medical, service, and treatment records and be informed of all diagnoses.
- Develop an Individualized Service Plan (ISP), with the input of family and friends, that identifies the supports needed to reach goal(s).
- Receive services that are identified in the ISP.
- Direct the use of resources, paid and unpaid, that will help the individual achieve goals.
- Privacy and confidentiality. Your information will also be kept private according to the Health Insurance Portability and Accountability Act of 1996 (HIPAA).



- Apply for Medicaid. Individuals and families who refuse to do this will not be able to access other DDD state-only funds.
- Participate in re-evaluations.

## Additional Responsibilities for Individuals

**In addition to the General Responsibilities, individuals interested in or already receiving services from the Home and Community Based Services (Medicaid Waiver) are also responsible for the following:**

- Participate in the application process for Home and Community Based Services (HCBS), also known as Medicaid Waiver.
- Provide information needed to determine Medicaid eligibility and Intermediate Care Facility for persons with Mental Retardation (ICF/MR) Level of Care in a timely manner.



## Additional Responsibilities for Individuals (continued)

- Maintain Medicaid eligibility at all times. You will be financially responsible for payment of Medicaid Waiver services received when you lose your Medicaid eligibility. The state will not pay for your Medicaid Waiver services when you are not Medicaid eligible.
- Complete and return paper work needed for initial and on-going Medicaid eligibility determination.
- Inform your case manager and the Department of Human Services (DHS) Medicaid eligibility worker of all changes (e.g., changes in income, address, etc).
- Inform your case manager of any hospitalization and vacations as soon as possible.
- Pay a monthly cost share for Medicaid services determined by DHS, if applicable. (For children, pay the cost share amount for the first month only.)



## What's Included?

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## Abuse, Neglect, and Exploitation (to be taken advantage of)

**Physical Abuse**—Signs include bruises; welts; skin discoloration; fractures; cuts, burns, etc.



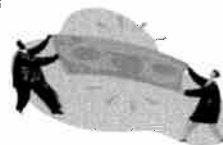
**Psychological Abuse**—Threats; insults; harassment that humiliates, intimidates, or frightens the individual.

**Sexual Abuse**—Sexual contact or conduct without consent.

**Neglect by others**—Failure to provide adequate food, water, clothing, shelter, physical care, health care, supervision; or failure to carry out responsibilities as a caregiver.

**Poor self care**—Failure to care for himself or herself; exposing the individual to a situation or condition which poses an imminent risk of death or serious physical harm.

**Exploitation or taking advantage of the individual**—Wrongful or negligent taking, withholding, misappropriation, or use of the individual's money or assets.



Wrongful relationships in which power and control of the relationship does not rest with the individual.

If you feel that you have been abused, neglected, or exploited (taken advantage of), contact someone who can help you.

**Department of Health Developmental  
Disabilities Division (DDD) Case Manager  
or the  
Consumer Services Office at  
453-6669.**

**Department of Human Services  
Child Protective Services  
24 Hour Child Abuse & Neglect  
Reporting Line**

Oahu.....832-5300  
All other islands.....1-800-494-3991

**Department of Human Services  
Adult Protective Services  
Monday through Friday  
Between 7:45 am and 4:30 pm**



Oahu . . . . . 832-5115  
Kauai . . . . . 241-3432  
Maui . . . . . 243-5150  
(After business hours 243-5150)  
Molokai . . . . . 553-1763  
Lanai . . . . . 565-7104  
Kau/Kona/Kohala/Kamuela . . 327-6280  
Hilo/Hamakua/Puna . . . . . 933-8820

**In case of emergency.....911**

## General Responsibilities for Individuals

- Work with your Case Manager to complete assessments prior to the Individualized Service Plan (ISP) meeting (for example-Inventory for Client and Agency Planning (ICAP).
- Participate in the ISP development to identify goals and outcomes and determine needed services, and to have a copy of the ISP.
- Inform your case manager of contact information and living arrangement changes—e.g., address and phone number changes, living situation, etc.
- Tell your case manager if you are satisfied or not satisfied with your services from your service provider(s). You can also call the Consumer Services Office.
- Provide true and complete information about coverage, services, and any required financial information.
- Use family and community supports before state funds are used (use resources wisely and responsibly).



In addition, all persons shall be able to:

- Choose their services, supports, and providers.
- Complain about their services or to ask for changes without fear that they will lose services because a complaint is made.
- Be treated with respect and dignity.
- Be free from abuse and neglect.
- Have any person with legal authority to make decisions for them.
- Be informed of all services that the Developmental Disabilities Division provides.
- Be able to discuss options for services with their case manager and providers.
- Be informed of agency policies on individual conduct.
- Be able to ask for the same agency when more than one service is received. However, there is no guarantee that the same agency will be available.
- Be able to ask for a different agency or case manager. The CM will work with the individual to find another one in the DDD network. However, there is no guarantee that a new agency or case manager will be provided right away.
- Receive two weeks notice of any changes in services from the agency, except in emergency situations.
- Look at and have an explanation of any bills for services paid by the Developmental Disabilities Division.
- Have privacy and confidentiality in treatment and care.
- Have access to an interpreter, if needed.
- Be free from being restrained or secluded.
- Refuse being included in research projects.